

Central Christian University, SC

C. E. Graham Library



Central Christian University of South Carolina
132 Monteith Street
Columbia, South Carolina 29203

**Library Manual
of Policies and Procedures**

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C. E. Graham Library Policies and Procedures

Article II. The C. E. Graham Library

DIVISION OF LIBRARY SERVICES

Office of Library Services

Mission

The mission of Library Services is to serve the needs of the University by providing library information resources and services in appropriate quantity and quality to support the curriculum of the University and to meet the study and research needs of the students and faculty.

Goals and Objectives

- To support the academic mission and curricula of the University;
- To provide resources geared to producing and enhancing the development of Christian leadership, Biblical knowledge, and global Christian service;
- To collaborate with faculty, students, stakeholders, Biblical content subject experts, and other professional constituents to aid in the further development of the library, to provide enhances resources and services, and to identify/implement the best library practices suitable for Central Christian University of South Carolina;
- To provide students with a core content of electronic resources to increase students' knowledge of a global Christian leadership viewpoint;
- To offer an appropriate and adequate collection of quality print and non-print materials, media, and technology to meet the educational and research needs of faculty and students, relative to the certificate and degree programs;
- To promote information literacy by providing instructional material and orientations on library resources and services;
- To enhance the collections by utilizing electronic resources and participating in an interlibrary loan program;
- To maintain a range and quality of service such as learning resources, computers, audiovisuals, and other media that enhance curricular requirements and the needs of students and faculty;
- To ensure adequate allotted space for library functions;
- To obtain feedback from students, faculty, and staff regards services, contents, resources, and use of the library in order to implement methods for planning, evaluating, implementing and improving the library as we service the university;
- The Information Technology Department has a responsibility to ensure that Library Services is provided with appropriate and adequate security and monitoring of computer access that ensures proper functions of all the University's related activities. The department is also accountable for sustaining the use of current technology and learning resources.

Mission

The mission of the Information Technology Department is to oversee the implementation and support of a computer network that will enable the University to perform in-house and online technologically-based administrative functions and continual education strategies that will support the University’s mission and purpose. Goals are to:

Goals and Objectives

- Provide the oversight of all the technologically—based functions, including computer hardware and software purchases, implementation and maintenance;
- Collaborate with third-party vendors and support personnel to insure the proper support, backup and recovery strategies are in place;
- Make resources available both on and off campus for all students via the library’s webpage and OPAC Discovery

All technological resources, both hardware and software, that are linked to the CCU network are intended for use only by those individuals who are authorized to use registered equipment, and only for those projects that are CCU-approved. To prevent illegal or unethical use of computer systems, individuals must abide by those local, state, and federal laws governing the use of technology. CCU reserves the right to require removal of any material or equipment which, in its opinion, presents a compromise of appropriate use or security.

Article III. Hours of Operation and Important Phone Numbers

C. E. Graham Library Hours of Operation		
Days of Week	On Campus Hours	Virtual Hours
Monday	10:00 A.M. - 2:00 P.M.	10:00 A.M. - 8:00 P.M.
Tuesday	10:00 A.M. - 2:00 P.M.	10:00 A.M. - 8:00 P.M.
Wednesday	10:00 A.M. - 2:00 P.M.	10:00 A.M. -8:00 P.M.
Thursday	10:00 A.M. - 2:00 P.M.	10:00 A.M. -8:00 P.M.
Friday	Closed	Closed
Saturday	9:00 A.M. - 5:00 P.M. By appointment only	Closed

C. E. Graham Library

Phone Number: (803) 714-1189

Email: CentralChristianUni.SC.Library@gmail.com

Article IV. Rules and Regulations

- Central Christian University of South Carolina students, faculty and staff may check out books with proper University identification (ID) cards.
- Library materials circulate for two weeks, with the option to renew, unless otherwise noted.
- Students must sign in to use the library.
- Food and beverages are not allowed in the library.
- Smoking is prohibited.
- Caps/hats, head-wraps, and do-rags should be removed prior to entering the library.
- Students must check out all materials at least twenty minutes prior to closing.
- Students who violate these guidelines will be reported.

Article V. Services Offered by the C. E. Graham Library Staff

- a) Reference Services
- b) Telephone Reference Services
- c) E-mail Reference Services
- d) Book-A-Librarian Services
- e) Circulation Services
- f) Information Literacy Services
- g) Bibliographic Instruction Services
- h) Technology Instruction Services
- i) Technology Assistance and Training Services
- j) Inter-Library Loan Services
- k) Ask-a-Librarian Virtual Reference Services

Article VI. Library Instruction

Our librarians provide instructions for students on a variety of subjects including how to use the full-text databases, search engines, on-line catalogs, and more. We can tailor the class to the course(s) being taught. Instructors can request a class by completing and submitting the Instruction Request Form at least a week prior to the date requested. Your department liaison will contact you once they receive the request to set up the class. Video Tutorials will also be placed on the library's web page for virtual instructions.

Article VII. Collection Types

I. The General Collection

The general collection consists of books, serial publications, and other printed materials. Library patrons may borrow items from this collection according to the borrowing privileges outline in Article VIII.

II. The C. E. Graham Classic Collection

The library plans to establish a classic collection based on materials that may remain in the collection at the conclusion of an intense de-selection / weeding process has taken place. These items contain essential materials from the personal library of our President and Founder, Bishop C. E. Grahams and will be named for him.

III. The Electronic Resource Collection

Through the South Carolina Virtual Library System provided by the SCDISCUS Consortium, the library has more than 40 electronic databases which contain millions of scholarly and peer reviewed articles. The Religion and Philosophy Collection is the Core Content featured collection supporting our programs. This collection is an EBSCOHost product and is provided by SCDISCUS.

IV. The Reference Collection

The reference collection is non-circulatable material and is to be used in-house, for library use only.

Article VIII. Borrowing Privileges

All students, faculty and staff members must present a valid Central Christian University of South Carolina ID to check out materials or use computers. Books circulate for two week periods with the option to renew.

1. Borrowing Materials

The library will allow current students whose library privileges have not been suspended or revoked, faculty, staff, and alumni who are currently registered with the library to borrow books and other items that are circulatable and non-reference material. Library materials cannot be checked out during the last two weeks of a semester, this is the blackout period. During this time, the library staff must work diligently to ensure all checked out materials are returned to the library, reshelved, and ready for circulation.

- A. Borrowers are required to present a valid library/ID card for checkout of materials.
- B. Borrowers are financially responsible for all materials charged.
- C. Borrowers should note time and date that material is due. Patrons may check out up to ten (10) books at a time.

2. Responsibility of Borrower

The library patron borrower must assume responsibility for all materials which includes the cost of repair and/or replacement, and processing fees.

3. Student Borrowing

Students can borrow up to ten items for a period of two weeks, with up to three renewal periods.

4. Faculty and Staff Borrowing

Faculty can borrow items for four weeks, with up to three renewal periods.

Staff can borrow items for three weeks, with up to three renewal periods.

Article IX. Interlibrary Loan

The library honors both in-house and out-house interlibrary loan (ILL) requests. All ILL establishments are based upon agreements between the C. E. Graham Library and other library instructions/facilities. The borrowing library institutions must adhere to the conditions and terms of the agreement. The patron requesting the material shall be responsible for the timely return of the requested material, as well as the cost of repair, and/or replacement if the material should be damaged or lost during the time of request.

You may use the Interlibrary Loan Request Form to submit your request online. Once your online request is submitted, you will receive a message confirming that it was received and is currently being processed. If you are requesting a book, remember to check the lending library's online catalog system first. Please fill out the ILL Request Form completely.

Article X. Recommendations for Purchases

The staff at C. E. Graham Library is working to ensure that we have the resources to meet the needs of the University. If you have any recommendations for materials that you believe the library should have please fill out a Faculty Request Form and email it to your department liaison or bring a physical copy by the library.

The C. E. Graham Library plans to host an annual Gala event every September to raise funds for the Library in order to sustain and enhance its holds, services, personnel, and resources.

Article XI. Circulation Information

Article XII. Circulation Staff

The library staff member at the circulation desk is responsible for maintaining general order in the library and to ensure all library policies, rules, and regulations are enforced. The staff will assist the library patrons with services to include, but are not limited to- book circulation, reference items, reserve items, reference questions, computer assistance, printer assistance, book-a-librarian services, etc. The staff will provide an excellent level of customer service at all times. The staff will record daily usage statistics and submit usage statistics upon request.

1. Circulation Desk

A library staff member will maintain the circulation desk at all times. The staff will be available to assist patron needs.

Services offered at the Circulation Desk:

- Reserve materials
- Inter Library Loan
- General questions
- Reserve Collection
- Checking out/in of books

Circulation Services: All materials leaving the library must be checked out. All materials must be returned to C. E. Graham Library. Users needing help locating specific titles should inquire at the circulation desk.

2. Contacting the Circulation Desk

There are three methods for contacting the circulation desk: in person, by phone at (803) 714-1189 or by email at CentralChristianUni.SC.Library@gmail.com

3. Checkout Limits

Students can check out materials for two weeks with the possibility of requested three renewal periods. Faculty and Staff can check out materials for four weeks with the possibility of requesting three renewal periods.

4. Patron Blocks

The C. E. Graham Library staff reserves the right to block patrons from using the library and/or from using borrowing privileges.

Students with unpaid library fines in excess of \$25.00 and/or with more than five overdue items are not permitted to borrow any more library materials.

5. Reciprocal Patron Borrowing

Reciprocal serves in a two-fold aspect. First, it is the area where books are retrieved and returned by the patron borrower. Second, it is the agreement between the library and the borrower for the establishment of circulation privileges.

6. Lending to Other Libraries

The library honors both in-house and out-house interlibrary loan (ILL) requests. All ILL establishments are based upon agreements between the C. E. Graham Library and other library instructions/facilities. The borrowing library institution must adhere to the conditions and terms of the agreement. The patron requesting the material shall be responsible for the timely return of the requested material as well as the cost of repair and/or replacement if the material should be damaged or lost during the time of request.

7. Document Delivery and Interlibrary Loan

The patron requesting document delivery through ILL must pay the cost of document printing and possible shipping.

8. Intra-Campus Delivery

The library staff may assist with the delivery of borrowed items throughout campus when possible.

9. The Book Drop

The book drop box is located at the circulation desk and is in place for book returns. Each night the book drop box is emptied, all books are checked into the system, and returned to the shelf in call number order.

10. Reshelving Items

The library prefers that patrons do not reshelv materials. Rather, materials should be placed in the book return drop box. The library staff will check items in as in-library use check in and then return the items to the stacks according to the Library of Congress Call Number Classification System order.

11. Book Search and Retrieval Request

MISSING ITEMS

Did you look something up in OPAC Circulation only to go to the shelf and find that it's not there?

- A. Make sure you're looking in the right place!
- B. Check the to-be-shelved area: an item that was recently used might be there
- C. Not sure how to find your way around the library? Ask for help at the Circulation Desk!
- D. Report Missing Items: We will get back to you with the results of the search within two business days. If we find the item, we will hold it for you for one week.

If a patron cannot locate an item, the patron may request search assistance from the library staff. If the library staff cannot find the item in the system, on the shelves, or in any reserved library area, the items should be marked as lost and removed from circulation.

12. Book Returns

Books and other library materials are to be returned at the library circulation desk, placed in the book drop box, or returned via postal mail back to the C. E. Graham Library at Central Christian University of South Carolina.

13. Recalls

All library material is subject to recall at any time, for any reason, and without notice. All materials returned after recall due date are subject to daily fines. The Library will allow an additional two days for use after it sends a recall notice. After ten days, overdue –recall-fees will be assessed at the rate of \$3.00 a day. Recalled items must be returned to a circulation desk on or before the recall due date. Materials returned after the recall due date are subject to daily overdue fees.

14. Book Renewals

The patron may renew books up to 3 times for a period of two weeks per renewal request. The library reserves the right to grant or deny the renewal request based upon hold requests and other determining factors. Renewal requests can be made in person, over the telephone at (803) 714-1189 or by email at CentralChristianUni.SC.Library@gmail.com

15. Book Location/ Call Number Chart

All library books are to be shelved according to the Library of Congress Call Number Classification System. Call Number Charts are to be located on the end-caps of all book shelving to aid in easy book retrieval and proper shelf filing of material.

16. Reserved Items

Faculty members may place items on reserve. Upon initial reservation set up, the faculty members will set the term and conditions of the reservation materials.

Reserved items are to be entered into the OPAC system with a special note added to the material stating the conditions and terms of the item placed by the faculty member during the initial reservation set up. Reserved items are to be located in a designated location in the stack and should be checked out as regular library material based on the terms and conditions for the particular item of request.

17. Items on Hold

Library Patrons may request a hold on any circulatable library material. Patrons can walk-in, call the circulation desk at (803) 714-1189 or by email at CentralChristianUni.SC.Library@gmail.com request holds. The library will hold material for up to 48 hours for patron' hold requests.

18. Oversized Books

Oversid items will be placed in specific locations within the library. The library staff may assist with the retrieval and circulation of oversized items.

19. Lost Library Materials

The borrower is responsible to replace any lost library materials checked out. Failure to replace materials within 30 days of lost may result in a fine of the cost of replacement item.

20. Damaged Library Materials

The Borrower may be subject to a fine to cover the cost of repair, up to replacement of any damaged library materials.

Article XIII. Library Material, Fines and Notices

1. Report a Library Item Stolen

Stolen library items must be reported to the Director of Library Services immediately. Theft is a crime punishable by law. Violators will be prosecuted.

2. Overdue Notices

Overdue notices are sent as a courtesy. Overdue notices are sent ten days after the due date; an email notice of "presumed loss" is sent thirty days after the due date. Failure to receive notification does not relieve the borrower of the obligation to return materials when they are due or justify a reduction in fines.

3. Overdue Items and Overdue Fines

Upon receipt of item, the library patron will be notified of the due date. Should an item remain in the possession of the borrower until the time of overdue status, the patron will receive an overdue item notice. The patron will receive up to three reminders as an attempt to collect overdue items. All overdue items must be returned to the library to avoid fines.

All overdue items are subject to late fines. Most books are \$1.00 per day per item. Periodicals, educational films & recalled items are \$2.00 per day per item.

4. Material Replacement Option

As a more economical method opposed to paying fines, patrons have the opportunity to choose an optional replacement method. Optional replacement methods will be handled directly with the borrowing patron and by the Director of Library Services.

5. Overdue Fines

The borrowing patron is responsible for paying all overdue fines or replacing library materials. IF FEES ARE NOT PAID, IT BECOMES NECESSARY TO NOTIFY THE BUSINESS OFFICE AND THE REGISTRAR TO HOLD ALL ENROLLMENT PROCEDURES, GRADES, AND TRANSCRIPTS.

6. Appeals of Fees

The borrowing library patron has the right to appeal fines and charges placed on their account by the library staff. The ultimate decisions to hold patrons accountable for charges or to implement the decision to waive charges are the responsibility of the Director of Library Services. Appealing library charges- Reasonable concerns related to library charges will be considered; however, reasons NOT considered a basis for appeal include the following:

- Lack of knowledge or understanding of library policies.
- Unwillingness to take responsibility for materials checked out to you which you loaned to another person or allowed others to use.
- Non-receipt, late receipt, or inattention to library notices. This applies to notices sent via e-mail or U.S. mail.

7. Grace Period for Returning Late Material

A grace period of two weeks is established for all library patrons. Should the borrowing patron return the items during the grace period, the library staff may choose to waive the accrued fine.

Article XIV. Statistic Usage and Reports

The library team will provide usage statistic reports on an as needed basis to the Director of Library Services.

Patron Privacy

All patrons have the right to privacy.

The library will comply with the federal guidelines outlined in THE LIBRARY PRIVACY ACT 455 of 1982. An ACT to provide for the confidentiality of certain library records; and to provide for the selection and use of library materials.

Article XV. Copyright Policy

NOTICE: This material may be protected by Copyright Law (Title 17, US Code).

A sign bearing the following notice will be placed at all service points where copies are requested: The copyright law of the United States (Title 17, US Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be “used for any purpose other than private study, scholarship, or research.” If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of “fair use,” that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

Article XVI. Graduation, Withdrawal, or Departure Clearance

The Director of Library Service will provide clearance for all patrons be it for graduation, withdrawal, or departure clearance. Clearance will be based on satisfactory library patron status with no outstanding or overdue items on the patrons account. Should any such exist, the patron must satisfy the account by replacing material or by paying fine and fees associated with the library at the business office. Once proof of payment or satisfactory returns of items have been established, the director of library services will sign the student's clearance form. The director of library services may appoint another library staff member to assist with the clearance process if she deems necessary.

Article XVII. General Collection Development

The Director of Library Services or other appointed Librarian has the primary responsibility for collection development but will also encourage the faculty in each department served to select materials to build the collection.

The guidelines for materials selection for the C. E. Graham Library are as follows:

- a) Faculty recommendations
- b) Reviews of professional literature
- c) Price and date of publication
- d) Relation to current trends
- e) Reputation of author and/or publisher
- f) Strengths and weaknesses of C. E. Graham Library’s existing collection

The Library will select materials based upon researching the appropriate professional literature, which consists primarily of:

- a) Publishers’ leaflets, catalogs, brochures
- b) Periodicals literature within various curricular areas
- c) Standard reviewing sources

Partnerships: The C. E. Graham library applied to the Library of Congress Surplus Book Program to increase its potential and increase the number of current and relevant volumes in our physical print collections available. The library has also joined South Carolina’s Virtual Library via the

DISCUS Consortium to increase its potential and increase the number of current and relevant electronic resources available.

Gifts: The C. E. Graham Library accepts gifts with the understanding that they will not necessarily be added to the Library's collection and unless the material meets the criterion for selection follow the same procedures as in the selection of new materials. If the materials are not suitable because of condition, out-of-date knowledge or other factors, the items will be discarded. An acknowledgment of the acceptance of the do-nation will be put into writing and forwarded to the donor. The library does not appraise gifts. A Deed of Gifts form should be completed by the donor to establish legal control of gifts and donations.

Duplication: Although duplication of titles is not generally encouraged, multiple copies up to a maximum of two copies will be classified with the approval of the Director of Library Services or other appointed Librarian.

Collection Maintenance

De-selecting / Weeding: The same criteria will apply to weeding as are applied to the selection of new materials. Materials that fall into the following categories should be considered for withdrawal:

- a) Superseded editions
- b) Worn, mutilated, and/or badly marked items
- c) Duplicates of seldom used titles
- d) Outdated and/or inaccurate information

Replacement: The Library will not automatically replace all materials with-drawn from the collection because of loss, damage, or wear. Decisions to replace an item will be based on the demand for specific titles in support of curriculum, number of copies on the shelf, subject content, and the availability of newer and better materials on the subject.

Article XVIII. Policy Approval Process

The library team is currently drafting a set of policies, procedures, rules, and regulations to govern all aspects of the library, its usability, and its functionality. All policy drafting will be handled in the following manner. First, the library director will assign each team member sets of existing library policies to review. Each team member will be allotted a specific time frame to review and compare each policy. Policies will be compared against other policies and against the current operating procedures here at the C. E. Graham Library. After reviews and comparisons of said policies are complete, each team member will be assigned the task of drafting a new policy that better fits the culture and environment here at the C. E. Graham Library. For example, working independently, each team member will review, compare, and draft a new policy of the circulation desk. All team members' drafted circulation desk policies will be submitted to the director of library services. The director will combine all policies into a spread sheet. The entire library team will review the spreadsheet and agree as a team which policies will best suit the need of the university's library.

Second, the agreed upon policy will be submitted to the library advisory board for suggestions, editing, and a second approval. The policy under consideration will be emailed to the advisory board in advance providing them ample time to review the policy and to make suggestions prior to the meeting. During the meeting, each advisory board member will be expected to offer suggestions with justified reasoning or to accept and move upon the policy under consideration.

The final approval process for all policies will be made by the President's Advisory Council, the Board of Trustees, and other stakeholders. Once policies under consideration have been moved and properly seconded with approval, the said policy will be added to the library handbook. A set of operating procedures, rules, and regulations will accompany every policy. Starting with the circulation services, development of policies, procedures, rules, and regulations will be an ongoing process until all areas of the library are covered and added to the library handbook.

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